



OFFICE OF THE DIRECTOR OF NATIONAL INTELLIGENCE

L E A D I N G I N T E L L I G E N C E I N T E G R A T I O N

General Position Information

Job Title: Quality Assurance Program Manager

Position Number: 28399

Position Grade: GS-15

Salary Range: \$122,530 - \$172,500 (not applicable for detailees)

Vacancy Open Period: 8/23/2021 – 9/21/2021

Position Type: Cadre, Detailee

Who May Apply: Internal and External Candidates, Detailees

Division: DNI/IG/CPD

Duty Location: Reston, VA

Security Clearance: TS/SCI with CI Polygraph

Travel Required: 0-25% Travel

Relocation Expenses: For new ODNI employees, reimbursement for relocation is discretionary based on availability of funds.

Job Interview Travel: Candidates from outside the Washington, D.C., area may be selected for a telephone, teleconference, or in-person interview. If selected for an in-person interview, any travel or lodging will be at the applicant's personal expense.

Position Information

This is an opportunity for:

An internal or external candidate to fill a GS15 cadre position.

A Federal Government employee to serve on a two-year reimbursable detail assignment in the ODNI. The detail assignment may be extended an additional year if all parties agree.

Who May Apply

Current GS employees at the same grade or one grade below the advertised position grade may apply.

Former members of the Peace Corps may be considered for ODNI employment only if five full years have elapsed since separation from the Peace Corps.

For a cadre assignment:

Current ODNI permanent cadre.

Current Federal Government employees. (Current GS employees at the same grade or one grade below the advertised position grade may apply.)

Candidates outside the Federal Government.



OFFICE OF THE DIRECTOR OF NATIONAL INTELLIGENCE

L E A D I N G I N T E L L I G E N C E I N T E G R A T I O N

For a detailee assignment:

Current Federal Government employees at the same grade as the advertised or one grade below the advertised position grade may apply.

Salary Determination

The ODNI uses a rank-in-person system in which rank is attached to the individual. A selected ODNI candidate or other Federal Government candidate will be assigned to the position at the employee's current GS grade and salary.

A current Federal Government employee, selected for a detail, will be assigned to the position at his or her current grade and salary.

For a selected non-Federal Government candidate, salary will be established within the salary range listed above, based on education and experience.

Component Mission

The Office of the Inspector General of the Intelligence Community (IC IG) was established within the Office of the Director of National Intelligence (ODNI) by the Intelligence Authorization Act for Fiscal Year 2010. The IC IG's organizational divisions include Audit, Investigations, Inspections and Evaluations, Mission Support Division, the Center for Protected Disclosures, and Counsel to the Inspector General.

The Center for Protected Disclosures (the Center) processes whistleblower reports and supports whistleblower protections. The Center includes the IC IG's Hotline Program, which processes allegations of waste, fraud, and abuse in the programs and activities subject to the IC IG's jurisdiction. The Hotline Program also processes allegations of "Urgent Concerns" filed pursuant to the Intelligence Community Whistleblower Protection Act. The Center administers requests by employees and contractors in the Intelligence Community for the IC IG to review their allegations of reprisal under Presidential Policy Directive 19, *Protecting Whistleblowers with Access to Classified Information* (PPD-19).

Major Duties and Responsibilities (MDRs)

Support the goals and mission of the Center for Protected Disclosures (CPD) through expert advice and counsel on policy development and the development of ODNI policies that are designed to detect and prevent waste, fraud, and abuse and address systemic issues that detract from program or operational effectiveness.

Assist the Director, CPD in the development and implementation of strategies to identify weaknesses and opportunities to improve reports and the quality assurance process and recommend and implement internal standards and policies for the CPD quality assurance program.

Perform Quality Control Reviews (QCRs) on all completed CPD/Hotline matters prior to issuing final reports. Make recommendations to the Director, CPD for report and product improvements.

Manage the CPD/Hotline training program and provide professional development guidance, verifying that CPD employees maintain proficiency and receive the required initial and periodic refresher training consistent with IC IG policy. Establish a Hotline orientation program to familiarize new personnel with standard operating processes and procedures.

Develop the annual CPD budget. Collect all requests for training, contract, equipment, and other budgetary needs for the upcoming fiscal year. Coordinate all budget actions with the OIG Resource Manager. Approve all requests for training and travel for CPD staff during the fiscal year.

Develop and implement a risk mitigation strategy for ensuring timeliness and accuracy for Hotline intake processes and systems improvements. Establish a system to share Hotline best practices with our IC Partners and host a semi-annual



OFFICE OF THE DIRECTOR OF NATIONAL INTELLIGENCE

L E A D I N G I N T E L L I G E N C E I N T E G R A T I O N

information-sharing symposium to enable participant to share information about intake system issues and concerns, best practices for data analytics, and successful risk mitigation strategies.

Execute, with the Director, CPD, a comprehensive testing and review process for Hotline performance, including periodic peer reviews, a schedule for routine quality assurance testing of intake systems, conduct root cause analysis of system failures, and monitor corrective actions and conduct follow-up reviews to ensure proper system operation.

Monitor known risk, evaluate the effectiveness of deployed mitigations, and detect emerging threats.

Performs other duties assigned.

Minimum Qualification Requirements

Superior ability to partner with an inter-component team, develop work plans, conduct highly complex review projects, and write reports analyzing findings.

Superior ability to exercise sound judgment and form objective conclusions/recommendations based on empirical facts, evidence, and other pertinent information.

Superior analytical and critical thinking skills, including the ability to think strategically, identify needs and requirements, and develop recommendations based on qualitative and quantitative data.

Superior ability to examine information, identify problems, uncover root causes, develop findings and leads, and make cogent, actionable recommendations.

Superior interpersonal and negotiation skills, including ability to interview, negotiate, brief senior officials, and work effectively, independently, and in a team or collaborative environment.

Demonstrated ability to exemplify IC IG core values of Integrity, Independence, Commitment, Diversity, and Transparency.

Demonstrated oral and written communication skills with the ability to conduct independent research, filter and synthesize data, and produce clear, logical, and concise written products.

Demonstrated ability to manage competing priorities under strict deadlines while maintaining a high level of attention to detail; demonstrated ability to work effectively with senior leaders in a high profile and demanding office.

Demonstrated ability to develop innovative and flexible solutions that result in the identification of new or innovative ways to handle unfamiliar or complex problems, make key contributions to group efforts, and take initiative.

Demonstrated ability to listen, clarify, and convey understanding of others' ideas, comments, and questions as well as the ability to integrate and build upon diverse opinions.

Desired Requirements

None.



OFFICE OF THE DIRECTOR OF NATIONAL INTELLIGENCE

L E A D I N G I N T E L L I G E N C E I N T E G R A T I O N

Key Requirements and How to Apply

Internal ODNI Candidates:

A complete application package must include:

- a. **RESUME:** Applicants are encouraged to carefully review the vacancy announcement, particularly the MDRs, and construct their resume to highlight their most significant experience and qualifications relevant to this job opportunity.
- b. **PERFORMANCE EVALUATIONS:** Applicants are required to provide their two most recent performance evaluations. A justification is required in the cover letter if the applicant is unable to provide the two most recent evaluations.
- c. **VACANCY NUMBER:** Reference the vacancy number in the subject line of the email and on each document submitted.
- d. **COVER LETTER:** Applicants must submit a cover letter as a supplement to the resume to elaborate on their qualifications and previous work performed.

WHERE TO SUBMIT: *Internal ODNI Cadre Candidates must submit an application through the classified [JobsDNI](#) website.*

For current employees who do not currently have access to internal systems, applications should be sent to either DNI_COO_HRM_HR_OPS_TEAM_A_WMA@cia.ic.gov (classified email system) or Recruitment_TeamA@dni.gov. Applicants experiencing technical issues may submit their application via email to either email system.

Applications submitted through the classified email system should NOT contain classified information above the TS//SI//TK//NOFORN level.

External Candidates:

Key Requirements:

- U.S. Citizenship.
- Successful completion of CI polygraph and background investigation.
- Successful completion of an ODNI medical screening.
- A two-year trial period is required for all new permanent appointments to the ODNI.

A complete application must include:

- a. **RESUME:** Applicants are encouraged to carefully review the vacancy announcement, particularly the MDRs, and construct their resume to highlight their most significant experience and qualifications relevant to this job opportunity.
- b. **PERFORMANCE EVALUATIONS:** Applicants are required to provide their two most recent performance evaluations. A justification is required in the cover letter if the applicant is unable to provide the two most recent evaluations.
- c. **VACANCY NUMBER:** Reference the vacancy number in the subject line of the email and on each document submitted.



OFFICE OF THE DIRECTOR OF NATIONAL INTELLIGENCE

L E A D I N G I N T E L L I G E N C E I N T E G R A T I O N

- d. **COVER LETTER:** Applicants must submit a cover letter as a supplement to the resume to elaborate on their qualifications and previous work performed.
- e. **SF-50:** Current or former Federal Government employees must provide an SF-50, "Notification of Personnel Action," to verify current federal status, position, title, grade, and organization of record.
- f. **APPLICANTS CURRENTLY EMPLOYED BY A COMPETITIVE SERVICE AGENCY:** Must provide a written statement that they understand that, if selected for a position with ODNI, they are leaving the competitive service voluntarily to accept an appointment in the excepted service.

WHERE TO SUBMIT: *External Candidates must submit an application through the www.intelligencecareers.gov.* All attachments should be in Microsoft Word or Adobe PDF format.

CURRENT FEDERAL EMPLOYEES APPLYING FOR A DETAIL ASSIGNMENT:

Applicants from federal agencies within the Intelligence Community (IC) may be considered for this position as a reimbursable detailee, if endorsed by the employing agency. Applicants must have current TS/SCI clearances with polygraph or have the ability to obtain one. The ODNI does not conduct polygraphs or provide security clearances for detailees. *Applicants from within the IC must submit an application through the classified [IC Joint Duty Program website](#).*

Applicants from federal agencies outside the IC must provide:

- a. **WRITTEN ENDORSEMENT** from the employing agency concurring with the detail.
- b. **RESUME:** Applicants are encouraged to carefully review the vacancy announcement, particularly the MDRs, and construct their resume to highlight their most significant experience and qualifications relevant to this job opportunity.
- c. **PERFORMANCE EVALUATIONS:** Applicants are required to provide their two most recent performance evaluations. A justification is required in the cover letter if the applicant is unable to provide the two most recent evaluations.
- d. **VACANCY NUMBER:** Reference the vacancy number in the subject line of the email and on each document submitted.
- e. **CURRENT SF-50:** Federal Government employees must provide an SF-50, "Notification of Personnel Action" to verify current federal status, position, title, grade, and organization of record. Please disregard if you are not a Federal Government employee.
- f. **COVER LETTER:** Applicants must submit a cover letter as a supplement to the resume to elaborate on their qualifications and previous work performed.

WHERE TO SUBMIT: Applicants from federal agencies outside the IC should be sent to either DNI_COO_HRM_HR_OPS_TEAM_A_WMA@cia.ic.gov or DNI-HR-HRM-TEAMA-Mailbox@cia.ic.gov (classified email system). Recruitment_TeamA@dni.gov (unclassified email system). All attachments should be in Microsoft Word or Adobe PDF format.

Applications submitted through the classified email system should NOT contain classified information above the TS//SI//TK//NOFORN level.

All Applicants:



OFFICE OF THE DIRECTOR OF NATIONAL INTELLIGENCE

L E A D I N G I N T E L L I G E N C E I N T E G R A T I O N

APPLICATION PACKAGES MUST CONTAIN ALL ITEMS LISTED ABOVE. AN INCOMPLETE APPLICATION PACKAGE WILL BE INELIGIBLE FOR CONSIDERATION.

Your application **MUST** be received by midnight on the closing date of this announcement. Applications received after the closing date will **NOT** be eligible for consideration.

To verify receipt of your application package **ONLY**, you may call 703-275-3799.

What to Expect Next

The most highly qualified candidates will be referred to the hiring manager for further consideration and possible interview. We expect to make a selection within 30 days of the closing date of this announcement. Due to the large number of applications received, applicants will be contacted **ONLY** if they have been selected for an interview.

Agency Contact Information

ODNI Recruitment; Phone: 703-275-3799; Email: Recruitment_TeamA@dni.gov.

Other Information

The ODNI offers a broad array of benefits programs and family friendly flexibilities for ODNI cadre.

- Federal Employees Health Benefits Program: <http://www.opm.gov/insure/health/index.asp>
- Life Insurance: <http://www.opm.gov/insure/life/index.asp>
- Long-Term Care Insurance: <http://www.ltcfeds.com>
- Federal Employees Retirement SYSTEM (FERS) (new employees automatically covered): <http://www.opm.gov/retire/index.asp> If you are transferring from another agency and covered by the Civil Service Retirement System (CSRS), you may continue in that system.
- Annual and Sick Leave: <http://www.opm.gov/oca/leave/index.asp>
- Flexible Spending Accounts for Health Care and Dependent Care: <http://www.fsafeds.com/fsafeds/index.asp>
- Paid Federal Holidays
- Alternative Work Schedules

The ODNI is an equal opportunity employer and abides by applicable employment laws and regulations.

REASONABLE ACCOMMODATIONS FOR PERSONS WITH DISABILITIES: The ODNI provides reasonable accommodations to otherwise qualified applicants with disabilities. IF YOU NEED A REASONABLE ACCOMMODATION for any part of the application and hiring process, please notify the Intelligence Community Equal Employment Opportunity and Diversity Office Representative by classified email at DNI_Reasonable_Accommodation_WMA@cia.ic.gov and DNI_Diversity_WMA@cia.ic.gov, by unclassified email at DNI_DRA@dni.gov, by telephone at 703-275-3900 or by FAX at 703-275-1217 . Your request for reasonable accommodation will be addressed on a case-by-case basis. **PLEASE DO NOT SUBMIT YOUR APPLICATION TO THE EEOD EMAIL ADDRESS. THIS EMAIL IS FOR REASONABLE ACCOMMODATION REQUESTS ONLY. PLEASE SUBMIT YOUR APPLICATION VIA THE EMAIL ADDRESS PROVIDED IN THE 'HOW TO APPLY' SECTION ABOVE.**